IOT Customer Service - 2016

Who We Are:
A 27-member team that provides first-level call support, Active Directory account management support and RACF account management support. The team supports the state enterprise hardware and operating system software for the Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Mission:
Resolve as many customer-service issues as possible during the first contact at the customer service desk and process account management requests.

Department: 493012

Manager: Joseph Lex

What We Do:
The team takes support calls and customer-entered tickets for all hardware and operating software issues for state-owned desktop, laptop, tablet, telephone, smartphone and network devices.   Additionally, the team is responsible for security disable/create/change/ actions in the Active Directory and RACF security environments.

Our Tools:

- vFire	- UCCX
- zSecure	- Bluezone
- CISCO Unity	- Citrix Receiver
- Password Generator	- Gold System
- Genesis Client	- IOT Support Tool
- AD Users and Computer	- Exchange Admin Center
- Cetrex Admin Console	- Super Session Admin
- McAfee Admin Console	- Oracle Apps Password Reset Link
- IOT Web Status Updater	- Peoplesoft HR, FS and ELM
- CAA including Contact Updater	- Gov Delivery
- Phone Factor Admin	- EPPIC Admin

Our Metrics: Full Support Hours: Mon-Fri 6am-6pm excluding state holidays

Speed to Answer:	Time to answer incoming phone calls, <= 60 sec	90%+ G; 87%+ Y; <87% R
Call Abandonment Rate:	Calls offered that were not answered,	<= 5% G; <= 8% Y; >8% R
Customer Submitted Tickets:	Time to open tickets, <= one (1) IOT Business Hour	98%+ G; 95%+ Y; <95% R
Account Administration:		
Disable Network Account	Within four (4) IOT Business Hours of authorized request	98%+ G; 95%+ Y; <95% R
New Network Account	Completed within two (2) IOT Business Days of authorized request	99%+ G; 96%+ Y; <96% R

Our Customers:
Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

Our Budget:
The Customer Services budget is maintained via seat charges

Recent Major Accomplishments:
- Team has completed customer-service training.
- Team has completed work-shadow program with the desktop team.
- Team has completed all required security training.

Current Projects:

- Train team for upcoming rollout of Windows 10.
- Train team for upcoming rollout of IE11.
- Replace existing obsolete-password-reset tool.
- Validate redundancy of UCCX phone system.
- Test work-from-home capabilities of phone agents.
- Review viability of taking on Netfor HelpDesk support for FSSA.